List of USAC Administrative Procedures
for
Financial Operations Processes
(Account Receivable, Accounts Payable, and Customer Service)

#	TITLE OF PROCEDURE	DETAILS
1	**2003 A/Q True Up**	Using 2003 Form 499-A to "true up" quarterly filings made by contributing companies; processing of subsequent form revisions.
2	**2004 A/Q True Up**	Using 2004 Form 499-A to "true up" quarterly filings made by contributing companies; processing of subsequent form revisions.
3	**2005 A/Q True Up**	Using 2005 Form 499-A to "true up" quarterly filings made by contributing companies; processing of subsequent form revisions.
4	**499 Form Outreach Distribution**	Distributing the Forms 499, instructions, helpful hints, and deadlines to all active Filer IDs.
5	**499 User ID/Password Administration**	Administering User ID/Password combinations for on-line access to Forms 499.
6	**499Q Approval and Review**	Reviewing Forms 499 that have been entered into the system for quality control and reasonableness.
7	**A/Q True-up Review & Allocation**	Reviewing bankrupt contributor accounts that have received A/Q True-up credits or adjustments, allocating to the related bankruptcy period, and amending claims as necessary.
8	**ABCD Lockbox Processing**	Recording and processing of payments in the Accounting, Billing, Collections and Disbursement database.
9	**Accounting Handoff - Aged Payables**	Aged Payables report due to be handed off to Accounting.
10	**Accounting Handoff - AP Accruals**	Accounts Payable (AP) Accrual Report due to be handed off to Accounting.
11	**Accounting Handoff - Cash Log**	Cash Log Report due to be handed off to Accounting.

#	TITLE OF PROCEDURE	DETAILS
12	**Accounting Handoff - Credits to Invoicing**	Processing disbursement credits (also known as "netting").
13	**Accounting Handoff - Stops Reissues**	Stops/Reissues Exception report due to be handed off to Accounting on the first business day of each month.
14	**ACH Upload (Disbursements Processed Through Cashpro)**	Uploading approved Automatic Clearing House (ACHs) fund transfers to Bank (CashPro Web).
15	**Balance Transfers**	Moving balances between Filer IDs.
16	**Bankruptcy Adjustment Handoff**	Receiving handoff from the Bankruptcy Team for input into the invoicing system.
17	**Bankruptcy AR Transactions**	Ensuring compliance with bankruptcy code and automatic stay requirements.
18	**Bankruptcy Management Administrative Claims**	Collecting administrative debt accrued by bankrupt contributors.
19	**Bankruptcy Management Pre-petition Claims**	Pursuing USF pre-petition claim amounts due by bankrupt contributors through bankruptcy courts.
20	**Bankruptcy Recovery Payments**	Identifying and accounting for bankruptcy-related recovery payments and providing Invoicing Team with handoff of same.
21	**Bankruptcy Status Handoff**	Ensuring that transactions to bankrupt contributor accounts are appropriately processed and recorded by the billing system.
22	**Billing address change requests**	Processing changes to billing addresses of contributing companies.
23	**Bi-Monthly Reporting**	Preparing Invoicing Post and Close Reports.
24	**Calculate Support Mechanism Charges**	Calculating monthly support mechanism charges.

#	TITLE OF PROCEDURE	DETAILS
25	**Calculate Support Mechanism Credits/Adjustments**	Performing quality review of recalculations of Support Mechanism obligations based on revised Forms 499.
26	**Call Center Closing Procedures**	Ensuring Customer Resource Management Call Center is ready to perform daily functions.
27	**Call Center Opening Procedures**	Ensuring Customer Resource Management Call Center is ready to perform daily functions.
28	**Closing Tickets**	Closing tickets for calls taken by the Customer Resource Management Call Center.
29	**Collections Handoff to Invoicing**	Processing invoicing handoff to provide the Invoicing Team with accurate information concerning payments for the month.
30	**Collections Notices**	Formatting, composing, mailing, recording and retaining collection notices.
31	**Consolidated ID Handoff**	Transferring balance from one Filer ID to another due to a Filer ID consolidation.
32	**Credit Balance Refund Processing**	Processing disbursements of Credit Balance Refunds.
33	**CRM Stop / Reissue Process**	Processing stop / reissue requests received by the Customer Resource Management Call Center.
34	**Customer Outreach**	Ensuring that returned checks and rejected ACH payments issued by Disbursements Team are acted upon in a timely manner, contacting Service Providers and reissuing of payment (check or ACH).
35	**Customer Service E-mail Management**	Receiving and processing of email received by the Customer Resource Management Call Center.

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36	**DCIA Calculation**	Reviewing amounts assessed and calculated by the billing system to be transferred pursuant to DCIA.
37	**Disbursement Credit/Adjustment Handoff**	Creating handoff for incorporating disbursements into the monthly invoicing cycle.
38	**Disbursement Research Requests**	Requesting, researching, and providing disbursement information within USAC.
39	**Emergency Call Center Closing**	Ensuring proper steps are taken to maintain customer service integrity provided by the Customer Resource Management Call Center in the event of inclement weather or early dismissal pursuant to USAC standard procedures.
40	**Error Log**	Processing and resolving issues resulting from data entry errors and associated with Schools and Libraries support mechanism disbursements.
41	**Exception Payments**	Processing of exception payments (requests outside the ordinary payment authorization process).
42	**Fax Processing**	Receiving and processing faxes received by USAC Customer Resource Management Call Center.
43	**FCC 499 Data Handoff**	Sharing Form 499-related data with the FCC.
44	**FCC Contribution Factor**	Obtaining FCC Contribution Factors and determining Support Mechanism allocations of the Contribution Factor that are used to calculate new charges for the billing process.
45	**FCC DCIA Handoff**	Preparing monthly DCIA transfer to the FCC.
46	**Filer ID Inactivation**	Changing Filer ID status from "Active" to "Inactive" due to documents received supporting a merger, sale, dissolution, etc.

#	TITLE OF PROCEDURE	DETAILS
47	**Filer ID Re-Activation**	Changing Filer ID status from "Inactive" back to "Active" due to receipt of new information, or identification of an error that had resulted in incorrect status change.
48	**Filer ID to SPIN Management**	Maintaining linkage of an entity's Filer ID and SPIN(s).
49	**Form 499 Data entry**	Entering data provided by a contributing company on its Form 499.
50	**HCLI Production**	Processing disbursement payments for the High Cost and Low Income support mechanisms
51	**HCLI Statements**	Generating hard copy and electronic remittance statements for the High Cost and Low Income support mechanisms.
52	**Inactive Reconciliaton**	Reviewing newly inactivated accounts to ensure appropriate billings.
53	**Invoice Production**	Generating contributor invoices.
54	**Issue Referral**	Referring non-standard customer issues that cannot be resolved within the CRM Call Center to the appropriate USAC functional group(s).
55	**KickOut Resolution**	Resolving kick outs in the disbursement payment file received from support mechanisms. (A "kick out" is an approved payment processed through the payment module for an unregistered SPIN which is not distributed due to unavailable address information.)
56	**Late Fee Credits**	Reversing or reducing previously assessed late filing fees and late payment fees.
57	**Late Filing Fees**	Calculating and assessing contributor accounts late filing fees.

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#	TITLE OF PROCEDURE	DETAILS
58	**Late Payment Fee Calculation**	Calculating and assessing contributor accounts late payment fees.
59	**LNP 499 Data Handoff**	Sharing Form 499-related data with the Local Number Portability Administrator.
60	**Monthly Accounting Handoff (Billing)**	Processing monthly key billing data handoff for Accounting Team.
61	**Monthly Accounting Handoff (Collections)**	Processing and providing Accounting Team with accounting handoff for monthly reconciliation.
62	**Monthly Disbursement Report**	Preparing monthly disbursements reports: Monthly Report: Comprehensive summary of disbursement activity by support mechanism, including stops / reissues and ACH rejections on a cash and accrual basis. Trend Analysis: Comprehensive summary, on an annual rolling basis and cash only basis, of disbursement activity by support mechanism. Performance Report: Overview capturing key disbursement activities and highlighting month to month variances.
63	**NANP 499 Data Handoff**	Sharing Form 499-related data with the North American Numbering Plan Administrator.
64	**Negative Disbursement Invoicing**	Creating invoices, outside of the regular contributor invoice process, to recover funds disbursed through the Support Mechanisms.
65	**Negative Disbursements**	Processing and reporting negative disbursements. "Negative disbursements" occur when support mechanism approves and passes a negative amount in the payment files to the Disbursements Team; generally used to adjust previous disbursements.

#	TITLE OF PROCEDURE	DETAILS
66	**New Spin Request**	498 Team processing of Forms 498 received from service providers requesting a new Service Provider Identification Number (SPIN).
67	**NSF/Stop Payments**	Ensuring that, if a Non-Sufficient Fund notice received or a stop payment issued, the payment is not processed and applied.
68	**Opening Tickets**	Opening call tickets for calls taken by the Customer Resource Management Call Center.
69	**Payment Adjustments**	Adjusting misapplied payments.
70	**Payment Handoff**	Creating handoff incorporating payments and payment adjustments into monthly invoicing cycle.
71	**Payment Plan Evaluation and Monitoring**	Administering installment payment plans entered into between delinquent USF contributors and USAC or the FCC.
72	**Payment Plan Invoicing**	Creating invoices outside of the regular contributor invoice process to collect arrears in accordance with an approved payment plan.
73	**Positive Pay**	Daily monitoring of Bank's Positive Pay Exception Report to prevent check fraud and providing confirmation to Bank approving processing.
74	**Process Return Items, Stale Checks and Stop Checks Research**	Processing returned fund(s), stopped payment(s) and stale check(s) received in USAC's lockbox.
75	**Quality Control Binder**	Performing invoicing cycle quality controls on the monthly invoicing cycle.
76	**Receipt of Mail and Correspondence Management**	Processing mail received by Finance Operations concerning Billing, Collections and Disbursements.

#	TITLE OF PROCEDURE	DETAILS
77	**Red Light Review and Reversal**	Reviewing customer disputes and if necessary processing reversal of Red Light actions.
78	**Returned Check Processing and outreach**	Processing returned checks and rejected ACH payments.
79	**Revenue Variance Revenue Review**	Analyzing contributors whose reported annual revenue fluctuated significantly from one Form 499 filing to the next.
80	**RHC Pre Production QC**	Pre-processing remittance verification for Rural Health Care support mechanism disbursements.
81	**RHC Production**	Processing disbursements and remittance statements for Rural Health Care support mechanism.
82	**SLD Production**	Processing disbursements and remittance statements for Schools and Libraries support mechanism.
83	**SPIN Consolidations**	498 Team processing of Forms 498 to effect requesting SPIN consolidation.
84	**SPIN Deactivations**	498 Team processing of SPIN deactivations.
85	**Spin Revisions**	498 Team processing of requests from service providers for SPIN changes.
86	**Splitting Payments**	Correctly allocating single payment across multiple Filer 499 IDs.
87	**Stop / Reissues**	Creating Stop / Reissues Exception Report for hand off to Accounting.
88	**TRS 499 Data Handoff**	Sharing Form 499-related data with the Telecom Relay Service Administrator.
89	**Unapplied Cash**	Handling "unapplied cash payments" submitted to Bank without adequate supporting documentation.

#	TITLE OF PROCEDURE	DETAILS
90	**Update Inactive Status**	Updating the billing system status of Filer IDs associated with USF contributors.
91	**USF 499 Data Hand-Off**	Receiving Form 499 data for use in calculating USF obligations for each contributor.